

### ***San Diego Housing Commission***

The San Diego Housing Commission was created by the City Council in 1979 to consolidate the City's housing programs and to improve their effectiveness and delivery to those being served. Since that time, the Housing Commission has become a nationally recognized high performing housing agency that helps more than 40,000 San Diegans attain affordable housing each year. The Housing Commission provides affordable housing to low and moderate income families, seniors, persons with disabilities, and those with special needs including the homeless population and people living with AIDS.

**Mission:** The San Diego Housing Commission is committed to providing quality housing opportunities to improve the lives of those in need.

**Vision:** An affordable home for every San Diegan.

#### **Goals:**

- Provide housing and career growth opportunities:
  - Focus our highest priority on assisting San Diegans of very low incomes with safe and quality housing.
  - Advocate for and aggressively pursue increased funding for affordable housing programs.
  - Further resident initiatives including opportunities for self-sufficiency and self-improvement.
- Advocate, educate and Build Alliances:
  - Inform, educate and guide the public about housing needs, fair housing and affordable housing opportunities.
  - Forge partnerships with others in the community to expand housing opportunities and integrated services.

- Build communication and alliances among neighborhoods, clients and others to further our mission throughout the City.
- Foster respect and service:
  - Create a supportive and innovative work environment which promotes staff's mandate to provide highest quality service, both internally and externally.
  - Conduct business in a manner which effectively uses resources and which respects diversity and promotes dignity, self-reliance and equal opportunity.

The San Diego Housing Commission provides the following services to residents of the City of San Diego: 1) RENTAL ASSISTANCE (Section 8) and PUBLIC HOUSING for households with incomes less than 50% of the area's median; 2) RESIDENT SERVICES to encourage those receiving housing assistance to participate in job training and social service programs, such as the Family Self Sufficiency Program, to enable them to become financially independent; 3) support to community service organizations which serve people with SPECIAL NEEDS, such as persons with disabilities, including persons living with AIDS; 4) favorable financing, in the form of loans, grants, and issuance of bonds to nonprofit and for-profit developers to INCREASE THE SUPPLY OF AFFORDABLE HOUSING for low-income families; 5) revitalization of the City's older neighborhoods through HOUSING REHABILITATION; 6) HOMEOWNERSHIP for low to moderate income families by providing help for first time home buyers; and 7) providing for FAIR HOUSING practices and planning by working cooperatively with the City of San Diego.

#### ***Major Accomplishments During Fiscal Year 1999***

During Fiscal Year 1999 the San Diego Housing Commission was pleased to have been the recipient of several national and local awards recognizing the

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agency's outstanding affordable housing activities and its efforts to educate the public about affordable housing issues.

Among recognition received by the Housing Commission were:

The National NAHRO (National Association of Housing and Redevelopment Officials) Best Practices award for Community WORKS. This Welfare to Work collaboration is a partnership of ten of San Diego's leading community based agencies and the San Diego Housing Commission to provide a single entry job training and support services program to housing residents who are moving from welfare to work.

The Pacific Southwest Regional NAHRO Award of Merit for Program Innovation in Resident and Client Services. This Award recognized the innovative programs the Housing Commission has created to encourage children living in public housing to improve their learning and study skills and to encourage adults to create career plans that will lead to economic independence.

The Public Relations Society of America, San Diego Chapter, Award of Excellence for an educational video that illustrates the need for affordable housing in San Diego.

### ***Other Achievements:***

In Fiscal Year 1999, 1,330 affordable apartment units were created or preserved as affordable thanks to the Housing Commission's issuance or refunding of bonds. Another 224 affordable rental units were created in FY99 financed in part with Housing Commission loans.

In order to help partners achieve these goals, the Commission modified its NOFA (Notice of Funding Available) process, held workshops on how to create affordable housing developments, and cultivated new partners.



*Fulton townhouse-style public housing*

The San Diego Housing Commission was pleased to successfully complete its sixth Learning Opportunity Center, located at the Housing Commission's public housing site in University Town Center. Learning Opportunity Centers give Commission residents of all ages the opportunity to access resources that help them achieve academic and vocational success. Most of the centers offer computer labs, after-school tutoring, career counseling and job training.

With the assistance of the Housing Commission's First Time Homebuyer Programs, 230 households were able to achieve the dream of home ownership during Fiscal Year 1999. Buyers were assisted by Mortgage Credit Certificates, Shared Equity Loans, Down payment Grant Assistance, Deferred Loans and Purchase/Rehabilitation loans.

In a continuing effort to help revitalize older San Diego communities, the San Diego Housing Commission assisted in the rehabilitation of 1,941 units throughout San Diego. Through the Housing Rehabilitation Program, owners of single family and multifamily homes, including owners of mobile homes, received low to zero interest loans or grants

during Fiscal Year 1999 to finance the rehabilitation of their older properties.

On behalf of the 9,208 participants in the Rental Assistance Program, the Housing Commission contributed about \$50 million to local rental property owners. Each month, owners received partial rent payments directly from the Housing Commission and the balance from the renter. An additional 1,800 families rented directly from the Housing Commission through the Commission's Public Housing Program.

### ***Future Goals:***

In the coming year, the Housing Commission will continue to develop innovative approaches to assist more San Diego households of low-income. Emphasis will be placed on expanding the affordable housing supply, particularly necessary during the current low apartment vacancy rates, and on providing housing assistance and self-sufficiency/independent living programs to working families, seniors and persons with disabilities. In addition, the Housing Commission will continue to serve its customers and clients in the most efficient manner possible.

### ***Redevelopment Division***

The San Diego Redevelopment Agency was established by the City Council in 1958. Although the City Council serves as the Redevelopment Agency Board, the Agency is a separate, legal entity operating under the authority of California's Community Redevelopment Law (Health and Safety Code Sec. 33000, et. seq.).

There are currently sixteen redevelopment project areas encompassing more than 8,000 acres and there are two areas of approximately 1,600 acres which are being studied for their feasibility as project areas.

City staff serve as officers and staff to the Agency. The City Manager is the Agency Executive Director and Redevelopment staff in the Economic Development and Community Services Department,

as well as staff in the City Auditor and City Attorney Departments provide ongoing administrative, accounting and legal services to the Agency.

The Agency has a unique system for project management by contracting with the City and with two public non-profit corporations, Centre City Development Corporation and Southeastern Economic Development Corporation. The corporations were established by the City Council, with the City of San Diego as the sole member of each corporation.

### ***Redevelopment Division Programs:***

The Redevelopment Division provides staff support to the Agency and implements redevelopment projects in areas of the City not covered by the corporations. The Redevelopment Program is a component of the City's Economic Development and Community Services Department and is managed by the Agency's Deputy Executive Director. The Redevelopment Program currently administers ten project areas: Barrio Logan, City Heights, College Community, College Grove, Linda Vista, Market Street Industrial Park, Naval Training Center, North Bay, North Park, and San Ysidro, in addition to the Barrio Logan Expansion Survey Area.

In Fiscal Year 1999, construction was completed on the City Heights Library Park and Community Center, the second phase of the City Heights Urban Village



***City Heights Urban Village***

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project in the City Heights project area. The Agency also entered into a development agreement for the third phase, the retail component, of the Urban Village project in the City Heights project area. In the San Ysidro project area, efforts continued on the proposed International Gateway of the Americas project, a comprehensive bi-national plan in collaboration with our counterparts in Tijuana to develop the area surrounding the San Ysidro/Tijuana Port of Entry. The centerpiece of the proposed project is a retail, hotel, office and entertainment development that bridges the US/Mexico border. Also in 1999, the NTC Reuse Plan was approved by the City Council, and the Agency entered into exclusive negotiations with a master developer to implement the Reuse Plan for the Naval Training Center redevelopment project area. In the North Park project area a Request for Proposals was issued for the redevelopment of the historic North Park Theater. In the College Grove project area, ground was broken for the redevelopment of the College Grove Shopping Center which will be home to Wal-Mart, Sam's Club, and Staples Office Supplies stores. The Agency entered into exclusive negotiations for the development of the Mercado Commercial project in the Barrio Logan project area.



*Naval Training Center*

### ***SOUTHEASTERN ECONOMIC DEVELOPMENT CORPORATION (SEDC)***

Since the middle 1980s SEDC has been quietly reshaping the entire southeastern community of San Diego. Redevelopment has been the major tool and the corporation's innovative solutions to seemingly intractable problems are just now being recognized. As a result, national corporations in the private sector have decided to partner with SEDC and break new ground – in both the figurative and literal sense.

For example, in the retail industry there is always the struggle to balance supply and demand. In a quest to achieve this balance, it is rare that a business would tear down an obsolete structure and rebuild on the same site. Factors that preclude such an approach include land constraints and decreased demand from a loss of customer base. Yet, tear down and rebuild on the same site is precisely what Costco has decided to do in Mount Hope. SEDC entered into an Owner Participation Agreement (OPA) with the Price Company for the development of a new 135,000 square-foot facility. This expansion, therefore, is testimony to the value of southeastern San Diego as a place to do business and speaks volumes as to SEDC's corporate performance. According to Dennis Zook, Executive Vice-President and Chief Operating Officer of Costco, "From the perspective of the bottom line, the decision to expand in southeastern San Diego was a no-brainer. Our customers there are very supportive and the redevelopment effort has contributed to a strong business environment." Costco's new outlet will open during the second quarter of FY 99/00.

At the same time and literally next door, SEDC has completed the process of facilitating the inclusion of a major social service agency, the San Diego Urban League, into our flagship industrial park, Gateway Center East. The Urban League's former headquarters building is being demolished as part of SEDC's Mount Hope Demonstration Block project and our commitment to the broad spectrum of this community's needs is reflected in this innovative solution. Both Costco, the Urban League and all the other 31 businesses in the park will benefit from



SEDC's decision to enter into an agreement with Cox Communications to bring the latest in fibre optic cable technology to the park. The work is scheduled to begin during the second quarter of FY 99/00.

Meanwhile in Central Imperial, Home Depot has committed to anchor our 40-acre Imperial Marketplace site located on Imperial Avenue just west of the 805 Freeway. The site will include a bank, restaurants and other retail establishments. Three blocks away on the other side of that same freeway the Ultra Mar gas station/mini-market is open and doing a thriving business. Under the Owner Participation Agreement (OPA) it is the first such market in southeastern San Diego with a condition that prohibits the sale of alcohol.

Two more blocks farther east construction has been completed on Phase I of Evergreen Village. The project, consisting of 56 single-family luxury two-story homes 1,600 square feet in size, has already sold out the first sixteen homes.

Two miles farther east along that same Imperial Avenue we come to SEDC's proposed Valencia Palms Business Park, a 10-acre site where the corporation has entered into a revised Cooperation Agreement with the United States Postal Service for the eventual construction of a modern postal facility covering some four acres. It will be the first such facility in southeastern San Diego in over thirty years.

In the Southcrest Redevelopment Project Area, the Boston Village project of 12 single-family homes has been completed and is sold out. Meanwhile, the second phase of another housing project, Southcrest Park Estates, is scheduled to finally begin construction of the remaining 66 homes in the second quarter of FY 99/00. The delay was the result of SEDC acceding to the wishes of the community to have another piece of open space. SEDC reopened negotiations with the developer and at the same time completed a Cooperation Agreement with the City which will provide acreage for a linear park and \$500,000 in funding to help with construction.



*Horizons*

### ***CENTRE CITY DEVELOPMENT CORPORATION (CCDC)***

During FY 2000, CCDC will reach its 25th year of administering downtown San Diego's redevelopment program, which is currently providing an annual yield to the City of San Diego of 13%. The corporation was created by the City of San Diego in 1975 to redefine downtown's 1,500 acres. A total of 4,638 homes have been built (1,887 low/moderate income levels), 3,696 hotel rooms added, and five million square feet of office/retail space developed. In addition, public infrastructure improvements totaling \$60.9 million have been accomplished. More than 5,000 permanent jobs have resulted from downtown's redevelopment activity, along with another 15,000 construction jobs.

Each of downtown's eight downtown neighborhoods continues to experience public/private development designed to promote commerce, increased living opportunities, and an enhancement of the unique sense of history and character. Downtown is now home to approximately 20,000 people, and redevelopment plans could result in development to accommodate 50,000 residents and 150,000 jobs by 2025.

Homes, shops, work sites, restaurants, parks, esplanades, and public infrastructure improvements are all being planned and designed downtown to effectively meet the growing needs of San Diegans.

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Projects will add 2,500 new homes, up to 4,000 hotel rooms, and another one million square feet of retail/commercial space. Public artwork, rehabilitation projects, public infrastructure improvements, parking structures and lots are also in the mix that should be completed within two to three years

There are two redevelopment projects in downtown. Adopted in 1972, the objectives of the Horton Plaza Redevelopment Project have mostly been met. Since its adoption in 1972, the project has produced 237 residential units, 452 hotel rooms, more than 2 million square feet of office and retail space, and the regional offices and courthouse for the federal government. Assessed values have increased 1,977% or \$371 million, and an estimated 2,200 permanent jobs have been created. This 15-block area derives its name from the historic Horton Plaza Park.

The 1,446-acre Centre City Redevelopment Project was adopted in 1992. It merged three of the four original redevelopment projects B Marina, Columbia



*Horton Plaza*



PHOTO BY SKIP JURUS

*El Cortez Hotel Under Construction*

and Gaslamp Quarter B and expanded redevelopment into the neighborhoods of Little Italy, Cortez, the Business Core and East Village. Where warehouses and vacant lots once stood, much of these neighborhoods now offer homes, recreation and entertainment and jobs.

Downtown's urban redevelopment is changing the city's image and position on the world stage. With a sophisticated electronic communications infrastructure in place, the convention center ranked among the top three in the world, the proposed downtown ballpark district, and residential, commercial and retail growth exceeding expectations, downtown San Diego is effectively positioned for the high-tech information age upon us.

For additional information about development and tours of the area, visit CCDC's web site at [www.ccdc.com](http://www.ccdc.com).

### ***San Diego Convention Center Corporation***

The San Diego Convention Center Corporation is a public benefit corporation responsible for managing and marketing the San Diego Convention Center, the San Diego Concourse and the San Diego Civic Theatre.

The Convention Center is a 1.7 million square foot venue designed to host major conventions and trade shows that generate significant economic impact for the region. On November 24, 1989, the Center opened its doors for business. Since that time, it has attracted over 2.6 million out-of-town conventioners attending 512 conventions and trade shows. In total, more than 6.7 million guests have attended over 2,000 events at the Center resulting in an estimated economic impact of over \$3 billion to the regional economy. In its ten-year history, the Center has generated 7,500 jobs.

Construction has now been underway for one year on an expansion that will double the size of the existing Center. When completed in September 2001, the new Convention Center will boast over 610,000 square feet of exhibit space, over 200,000 square feet of meeting space and over 250,000 square feet of prefunction and lobby space. In keeping with this significant addition of new space, the projected economic impact of the expanded Center will be \$1.5 billion annually. In addition, the fully expanded building will generate an additional 6,000 jobs. The economic impact of the construction period is significant as well. Over the three-year construction period, the \$216 million cost of the project will result in approximately \$459 million in total regional sales. In addition, a total of 4,254 full-time and part-time jobs will be generated during the three-year expansion project.

The Concourse is a 300,000 square foot multi-purpose complex designed to serve trade shows, meetings, local seminars and social events. Also located at the Concourse is the 2,992 seat San Diego Civic Theatre, San Diego's premier cultural events venue. The theater is the largest, most prestigious and best-equipped performing arts theater in San Diego and is



*San Diego Convention Center*

home to the San Diego Opera, California Ballet, La Jolla Chamber Music Society and the Nederlander Organization's San Diego Playgoers Broadway presentation series. Both the Concourse and the Civic Theatre celebrate their 35th year of operation this year.

#### ***Major Accomplishments during Fiscal Year 1999:***

- FY 1999 was the best year on record in the history of the Corporation both in terms of the Corporation's internal finances and its external economic impact. During the past fiscal year, the Corporation recorded record revenues of \$19.9 million. In FY 1999, the Corporation also used its lowest level of City funding: only 2% of operating expenses required a contribution from the City's Transient Occupancy Tax Fund. From an economic impact perspective, the Corporation generated a record \$543.3 million for the region.
- While the Convention Center has always enjoyed high occupancy levels, during the past fiscal year, the facility hosted 210 separate events attracting a record 362,034 out-of-town guests.
- The Convention Center generated 618,874 hotel room nights during the past fiscal year. This is a record for the Center if you exclude the anomaly of Super Bowl XXXII in FY 1998.

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- During the past fiscal year, a record 1.2 million hotel room nights were booked to support future business at the Center. As of August 1999, 78 conventions and trade shows have been booked into the expanded Convention Center representing 1.9 million hotel room nights and an economic impact of \$1.6 billion.
- The San Diego Convention Center was selected as one of the top three convention centers in the world by Europe's largest meetings industry trade publication.
- Work began to significantly enhance and glass enclose the Center's Sails Pavilion. The \$10.3 million project will be completed in June 2000 and will include the addition of a new heating and cooling system, a new trade show floor, a new state-of-the-art lighting system as well as the glass enclosure of the 90,000 square foot column-free space. The improvements will maintain the architectural consistency of the Pavilion, the architectural centerpiece of the building.
- The Concourse hosted over 300 separate events during the past fiscal year. The Civic Theatre boasted some of the best attendance records ever for performances in the venue. The San Diego Playgoers presentation of *Miss Saigon* attracted over 80,000 patrons.
- The past fiscal year saw the end of a very successful multi-year agreement for the presentation of Broadway shows in the Civic Theatre by San Diego Playgoers and the beginning of a new, expanded agreement which will take the Civic Theatre and its Broadway patrons well into the new millennium.
- Major capital improvements of the Civic Theatre included the remodeling and expansion of four women's restrooms and the primary, ground floor men's room. This remodeling added wheelchair-accessible facilities and nearly doubled the capacity of these restrooms.

- Other accessibility improvements for the Concourse and Civic Theatre included the acquisition of infrared listening equipment for use in Golden Hall by hearing-impaired guests during staged events. Seating areas in the Civic Theatre were reconfigured to provide 24 wheelchair-accessible locations, with 6 additional locations currently in the design process.

### ***Future Goals***

- Continue to improve on the number of primary business market conventions hosted by the Convention Center.
- Successfully complete the Sails Pavilion enhancements project.
- Continue to work with the expansion team to minimize construction impacts on surrounding neighborhood, clients, guests and operations. Set a new standard for continuing positive relationships with stakeholders throughout an expanded facility.
- Successfully re-open Harbor Drive in June 2000.
- Successfully host the American Society of Association Executives (ASAE) Convention in August 1999. ASAE will bring 6,000 association decision-makers to town making this a premier marketing opportunity for the Convention Center.
- Successfully host *The Phantom of the Opera* at the Civic Theatre.
- Set a new record for the number of weeks of touring Broadway shows hosted in one year in the Civic Theatre.



### ***San Diego Data Processing Corporation***

#### ***Mission and Purpose:***

The San Diego Data Processing Corporation (SDDPC) is a not-for-profit, public benefit corporation established in 1979 as an outsource information technology arm for the City of San Diego. Its mission is to excel at providing quality information technology services for the benefit of the City of San Diego and the region. It provides information systems and telecommunication services for nearly every city agency, as well as nearly 40 other city, county, state and federal agencies. SDDPC currently maintains 155 active projects that range in cost from \$10,000 to \$6,000,000. The Corporation is one of the few government-owned outsource IT organizations that is comparable to private vendors. It is considered state-of-the art in Geographical Information Systems (GIS), Internet/intranet/extranet applications, multimedia law enforcement systems, water and wastewater systems, and Wide and Local Area Networking. Information on the Corporation is available on the Web at [www.sddpc.org](http://www.sddpc.org).

#### ***Major Accomplishments During Fiscal Year 1999:***

SDDPC celebrates a milestone 1999, marking the organization's 20 years of excellence. Activities this platinum anniversary year shows the foresight of the City of San Diego to establish SDDPC as a unique



***San Diego Data Processing Corporation Data Center***

technology advantage. While other cities may be looking for ways to address needs for technological upgrades and an updated IT approach, San Diego enjoys a modern IT infrastructure today serviced through SDDPC.

SDDPC continued to garner high-profile honors that place San Diego's IT services among the Nation's most respected. It has been honored in the 1999 Innovations in American Government Awards Program. Simultaneously, SDDPC is reaping positive industry feedback from a recent, six-page cover story on the organization in Local.US, a special publication of Government Technology magazine. The Innovations awards are funded by the Ford Foundation and jointly administered by the John F. Kennedy School of Government at Harvard University and the Council for Excellence in Government. SDDPC was recognized for SWIMpen®, a hand-held Pentium-based pen computer application developed for San Diego's Metropolitan Water Department. The Local.US article can be accessed on the Internet at <http://www.govtech.net/publications/publications.shtm>.

SDDPC provided application, technical, project management and systems integration services for various municipal services departments. Applications services were provided for the Community, Neighborhood and Development Services Department; law enforcement; legal and public safety; public works; the Employee Relations and Special Projects Department; financial services and audit; and project management and systems integration services. Highlights of the fiscal year include the following.

SDDPC provides a variety of services including network, data center operations and special projects, such as the California Communications Alliance. These operations support the City's services to residents and businesses, in addition to city administrative functions including human resources, finance, procurement and legal services. SDDPC's around-the-clock data center is the heart of 6,000 units networked for city employees.

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### *The Year 2000 Project*

SDDPC, in partnership with the Information Technology and Communications Department, has worked since early 1996 to eliminate the Y2K glitch from the City's mainframe, and within its desktop PC's, data center systems and software applications. These are the main technology hubs that are essential to run city services for San Diego citizens and businesses.

Total Y2K compliance, supported by contingency planning, and was achieved in September 1999 — well in advance of the century date change. This ensures that fire, police, 911 dispatch and other emergency systems, will function in the year 2000 as they have in 1999. The City's Y2K compliance also provides assurance that systems for refuse collection, water billing and water/sewerage treatment can operate, and that traffic lights, elevators, and other essential city equipment controlled by date-sensitive microchips, will not break down.

The Y2K bug has the worldwide potential to misread the year 2000 as 1900, and subsequently threatens to crash computer infrastructures or scramble important data. During 1999 SDDPC continued to implement its proactive Y2K strategy that mobilized more than 40 project managers, programmers and database analysts, who among other duties, were responsible for analysis, research, remediation, testing and implementation on the City's 4 million lines of computer code.

Project managers for SDDPC have been highly accessible to the public in the months leading up to the Year 2000. They have appeared at conventions and trade shows sponsored by local community and professional organizations. They also have been visible through TV, radio, print and Internet interviews.

Additionally, SDDPC's successful Y2K plan and public outreach efforts led to a contract with the State of California for widespread consultation on its Year 2000 compliance efforts. Officials at the Department of Information Technology (DOIT) in Sacramento

tapped SDDPC for Y2K services including the remediation, conversion, testing and implementation of mainframe code, and the update of vendor packages, desktops and custom-coded client/server programs.

### *Gartner Measurement Benchmarking by Gartner Group*

SDDPC commissioned Gartner Measurement, a division of the Gartner Group, to benchmark the cost effectiveness of the SDDPC Wide Area Data Network and effectiveness of the network organization as a supplier of data network services to the City. Gartner Measurement compared SDDPC's cost structure and relative efficiency to a selected peer group of top IT providers and the Gartner Measurement database average. SDDPC was found to spend less (44%) than the peer average in all four major categories of hardware, software, personnel and transmission. The findings placed SDDPC among the top ten of its peers.

### *The California Communications Alliance*

SDDPC founded the California Communication Alliance (CCA) in 1997 to introduce affordable, state-of-the-art telecommunications and information technology solutions for regional government, education and nonprofit organizations. SDDPC continued to mobilize the Alliance to be a structured, forward-looking membership in 1999 to procure reduced-cost volume purchases of leading-edge products and services. As a result, CCA improves the region's ability to interface and communicate via voice and data telecommunications service. Current CCA members include the San Diego Data Processing Corporation (SDDPC), the City of San Diego (managed by SDDPC), the San Diego Police Department, San Diego Unified School District and the Rancho Santa Fe School District.

In 1999 the CCA launched Phase I of the Alliance's two-year Video Pilot Program, which will ultimately distinguish San Diego as the first municipality in the nation to adopt a real-time, television-quality

videophone system for regular use in the government sector. Most importantly the pilot project will highlight the potential time and cost savings derived from training, group videoconferencing, distance learning and telecommuting. These features of the video system would replace staff travel between remote locations for CCA members. Beyond point-to-point interaction the system offers dynamic multi-casting features that allow simultaneous broadcasting to an unlimited number of locations and conferencing by up to 12 separate locations.

### ***Geographic Information Systems (GIS)***

SDDPC has been a world-class leader in geographic information systems (GIS) since it designed and developed the architecture for the award-winning San Diego Geographic Information Systems (SanGIS). The powerful SanGIS system integrates 200 layers of City and County information such as computer maps and geographic data, to serve the individual and cooperative needs of more than 20 other departments and divisions including police, fire and safety, and public works.

SDDPC's extensive experience with GIS results in a unique understanding of how to organize, manage and integrate GIS into the day-to-day operations of government agencies. SDDPC's specific expertise in GIS implementation includes Custom Programming/Custom Application Development (CADD), consulting and project management, database and project design, and system administration.

SanGIS is one of the country's most complete automated mapping applications and represents a model for technology that improves resident life, business operations and administration. For example, through SanGIS, San Diegans are able to view customized maps on the Internet that highlight their own districts, as well as important neighborhood features such as nearby hospitals and schools. Or they can purchase large-scale economic, demographic and industrial maps at SanGIS offices.

SDDPC has also developed and implemented GIS for SWIM/SPLASH, the sewer/water maintenance application; ARJIS, the law enforcement database; and the Traffic Collision Reporting Systems (TCRS), a new application that assists future traffic engineering decisions by storing, retrieving and analyzing traffic collision information.

TCRS utilizes GIS technology furnished by SanGIS, and allows traffic engineers to select, capture and calculate detailed information including locations, road conditions, weather conditions and Police Department traffic records. They can then categorize intersections, generate citywide accident rates, create customized online maps and compile listings of Top Ten High Accident areas. TCRS is expected to reduce accidents of all types — including fender benders, fatal accidents, property damage and weather and nighttime-induced accidents. TCRS data will help engineers analyze approximately 10,000 accidents in the first year of use.

### ***SWIM/SPLASH/SWIMpen***

SDDPC has developed two powerful field computing innovations: the Sewer/Water Infrastructure Management (SWIM™) application and the SPLASH™ geographic information system (GIS). Water Department crews use SWIM for water and sewer maintenance and repair. At the core of the system is SWIMpen®, a hand-held Pentium-based pen computer application that stores work orders and preventive maintenance schedules. This information allows nearly 300 crews to execute countless decision support tasks related to the City's neighborhoods.

SWIMpen also incorporates maps and global positioning system (GPS) technology, which permit crews to easily locate their work sites. By enhancing the quality and access to mapping and maintenance information about the City's land infrastructure and pipe networks, SDDPC eliminates the need for map guides, as-built drawings and hard-copy work orders. Through SWIM, SPLASH and SWIMpen, SDDPC has effectively created a paperless management system, which has improved levels of customer responsiveness and service.

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SDDPC was acknowledged twice in 1999 for SWIMpen through prestigious national honors that recognize public-benefit technologies. The Urban Regional Information Systems Association (URISA) presented SDDPC with the Exemplary Systems in Government award, which recognizes the exceptional innovation and application of information technology to improve the delivery and quality of government services to citizens. SDDPC was also named a finalist in the 1999 Innovations in American Government Awards Program, which is funded by the Ford Foundation and jointly administered by the John F. Kennedy School of Government at Harvard University and the Council for Excellence in Government.

### ***Automated Regional Justice Information Systems (ARJIS)***

SDDPC developed and maintains the Automated Regional Justice Information System (ARJIS), an investigative support tool utilized by nearly all of San Diego County's law enforcement agencies. ARJIS services a network of more than 650 computer terminals and printers throughout the 4,200 square miles of San Diego County. Approximately 7,000 authorized law enforcement users generate nearly 27,000 update and inquiry transactions on a daily basis. The system is operational 23 hours per day, seven days a week. ARJIS contains regional information — background on criminal cases, arrests, citations, field interviews, traffic accidents, fraudulent documents and stolen property — that is shared among law enforcement agencies. ARJIS is used for criminal investigations, statistical information and crime analysis.

SDDPC oversaw the development of the Field Reporting System, which allows police officers to create incident reports and retrieve ARJIS data from ruggedized laptop computers situated in their patrol cars. This immediate, at-the-scene access to a comprehensive system ensures speed and accuracy of reporting from cooperating officers, agencies and witnesses.

CALPHOTO is an acclaimed California Department of Justice and ARJIS joint project. This project provides law enforcement officers with immediate computer access to a regional repository housing more than 175,000 photos and profiles of criminals — including close to 300 registered sex offenders. Future phases include access to 54 million DMV photos and field access from any patrol car in San Diego County. Officers from any of 37 law enforcement agencies in San Diego will have the ability to retrieve photos to identify suspects or most-wanted criminals, and produce photo line-ups in a matter of minutes. Officers will be able to quickly communicate with local, state or federal agencies without time-consuming phone calls, retrieval of paper files and faxes, or reliance on poor-quality older photos. Reducing officers' paperwork will increase time for community policing activities.

### ***Tool Room Inventory Management (TRIM)***

The Tool Room Inventory Management (TRIM) system tracks supplies and equipment in high storage environments. City utilities, which must stock essential materials for maintenance and repairs, benefit most from TRIM's ability to organize information related to inventory and shrinkage. These functions utilize bar-code technology to help simplify purchasing and distribution processes, account for the volume of supplies and equipment, and aid in the deployment and special assignment of personnel.

TRIM operates in any setting that is designated as an inventory location. This can include either a maintenance truck or a 10,000 square foot storage facility. For San Diegans, TRIM ensures that utility crews that perform critical services can efficiently and effectively respond to repair calls of any severity.

The Water Department uses TRIM for inventory purposes and because TRIM can interface SDDPC-developed SWIM/SPLASH systems. TRIM's other features include online access to tool usage, storage of data needed to complete purchase orders, and management of information related to vendors, repairs providers, employees and work crews.



The goal of SDDPC in the coming year will be to continue to provide value to the City through efficient service and innovative technology solutions.

### ***San Diego Geographic Information Sources (SanGIS)***

SanGIS was created in July, 1997, as a Joint Powers Agreement (JPA) between the City and County of San Diego. After 13 years of working together on data and application development (through the Regional Urban Information System (RUIS), the City and County decided to formalize their partnership in GIS by creating the SanGIS JPA. Since access to correct and current geographic data is very important to City and County departments, SanGIS focuses on insuring that geographic data is maintained and accessible.

#### ***SanGIS Mission***

To maintain and promote the use of a regional geographic data warehouse for the San Diego area and to facilitate the development of shared geographic data and automated systems which use that data.

#### ***SanGIS Goals***

To insure geographic data currency and integrity.

To provide cost effective access to geographic data to member agencies, subscribers and the public.

To generate revenue from the sale of geographic data products to reduce the cost of map maintenance to member agencies.

#### ***SanGIS Services Include:***

- Public access to static and interactive maps at the SanGIS Internet web site at [www.sangis.org](http://www.sangis.org)
- Reprints of wall maps from the SanGIS Internet Map Gallery
- Providing Standard Maps including:
  - 18 Cities in San Diego County
  - 5 County Supervisor Districts
  - 8 City of San Diego Council Districts
  - Maps of Zip Code
  - Maps by Community Plan
  - Maps by Neighborhood (given address or parcel number)
- Non-Standard Maps
- Digital Data Subscriptions for nearly 200 different types of map data
- Compressed Digital Orthophotography (aerial photos)
- Valued-Added Products through Public/Private partnerships



